

Account Manager Guide – Exchange Seats Online

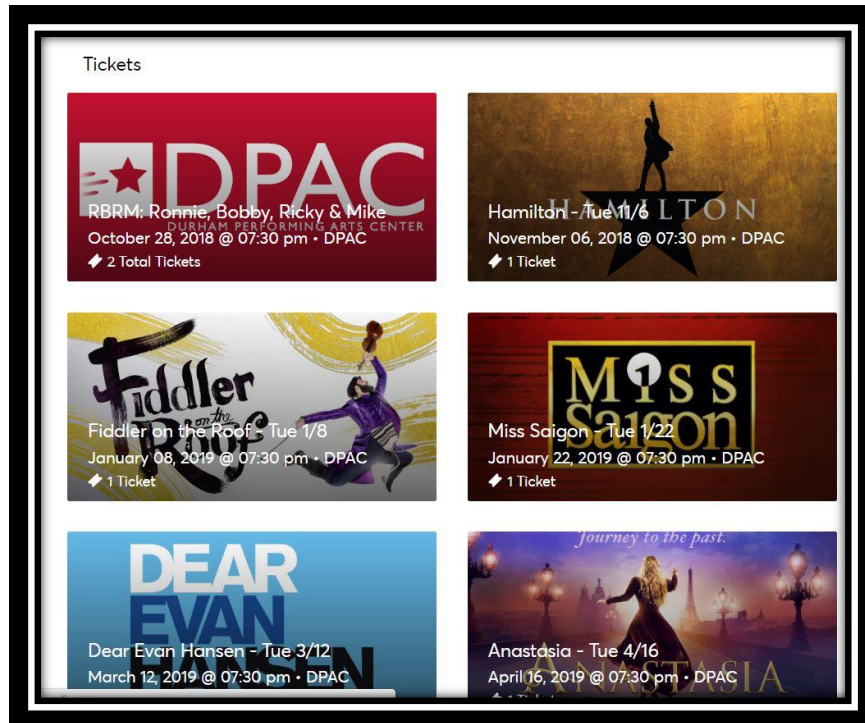
- 1) Log into your online account manager by entering your email address and password.

Note: If you do not remember your password, click “Forgot Your Password” to reset it.

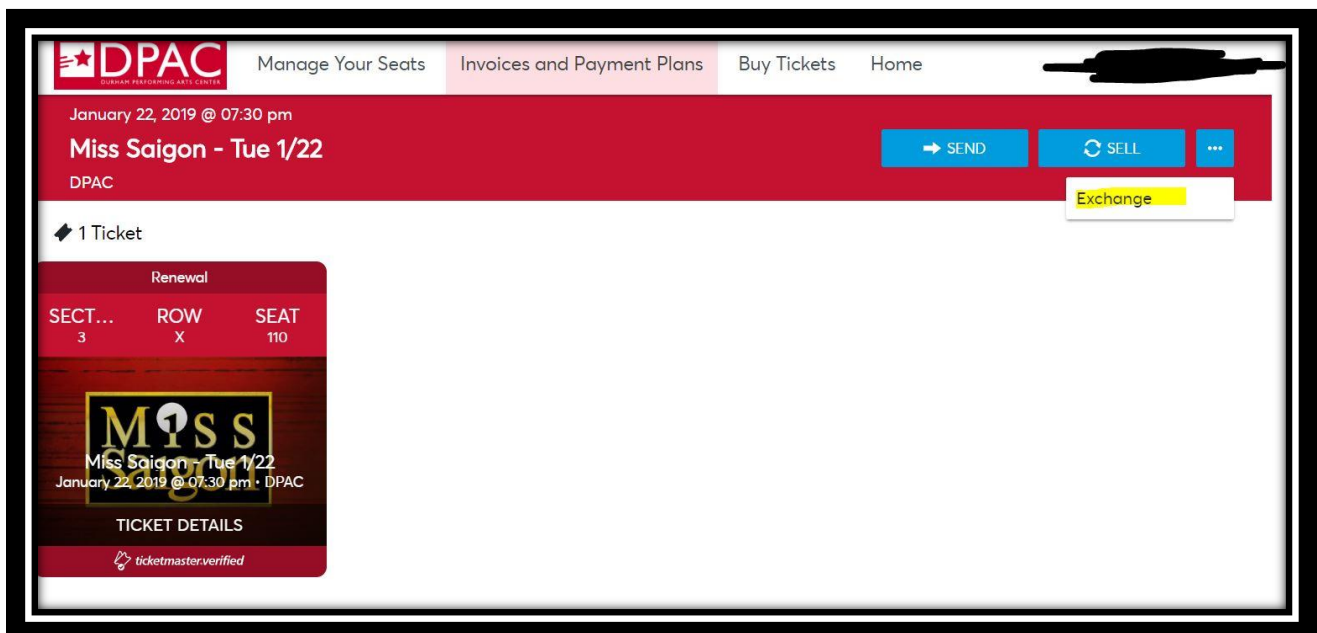
- 2) From the home page, select either the “View All” or the "Manage Your Seats" option near the top of the page.

The screenshot displays the DPAC Account Manager interface. At the top, a navigation bar includes the DPAC logo, a 'Manage Your Seats' button, and links for 'Invoices and Payment Plans', 'Buy Tickets', and 'Home'. A user profile icon is visible in the top right corner. Below the navigation bar, a red header section contains a 'Welcome' message, a 'Manage Your DPAC Seats' link, and an 'Account Balance' of \$505.50. It also shows '14 Tickets Total' and '1 Outstanding Invoices'. The main content area is divided into two sections: 'Upcoming Events' and 'Payment Plans'. The 'Upcoming Events' section features two event cards: 'RBRM: Ronnie, Bobby, Ricky & Mike' on October 28, 2018, at 07:30 pm, with 2 total tickets, and 'Hamilton - Tue 11/6' on November 06, 2018, at 07:30 pm, with 1 ticket. The 'Payment Plans' section shows a plan for 18-19 with a balance due of \$505.50 and a next payment date of 11/01/2018, with a 'PLAN' button. 'VIEW ALL' links are present for both the 'Upcoming Events' and 'Payment Plans' sections.

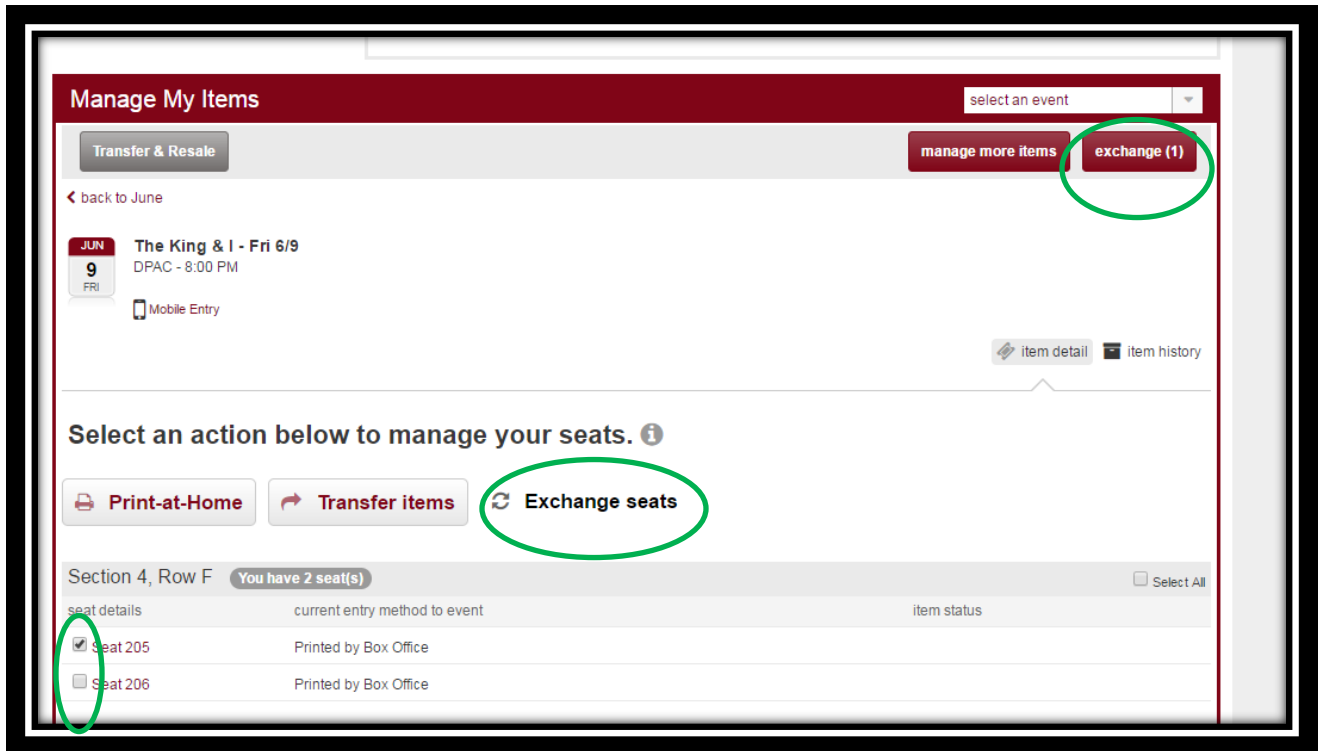
- 3) You will be directed to a page displaying all of your upcoming events. Select a show that you would like to exchange.



- 4) Select the box at the upper right corner with a series of three dots inside. You will then see a drop-down menu option that says "Exchange". Click the "Exchange" option.



- 5) Select the check boxes next to the exact seats you wish to exchange. Then click the “exchange” button at the top right corner of the screen.



- 6) You will then see a pop-up that details DPAC's exchange policy and asks that you review your exchange request before proceeding. Click the "Continue to exchange" button.

Below are your selected seats to exchange. Close X

Exchange Policy
Just give us three days advance notice before your scheduled performance, and we'll always do our best to make it easy to exchange seats from your regularly designated performance of the same show. If exchanging into a higher priced seating location or performance, simply pay any applicable price difference, and we'll find you the best seats possible so that you never miss one of our hit shows.

Select the seats you would like to exchange. You will select your desired new seats from the seat map. Please note if you are on a payment plan you may see an amount due on the "Review Your Exchange" screen. Click "exchange seats" and you will have the option to continue in your payment plan on a future screen. If you originally paid in full for your season seats, you must pay in full for any difference in cost.

Please note, tickets exchanged after June 26, 2016 will arrive separately from your season ticket packet.

Review your selected seats below. Note: You may discard a seat by deselecting the checkbox. **Your previously printed or issued tickets will no longer be valid.**

Selected Items (1 events; 1 items)

☒ **The King & I - Fri 6/9**
Fri, Jun 9, 2017 8:00 PM || DPAC
Section 4, Row F
☒ Seat 205

cancel **Continue to exchange**

- 7) Next, select the performance date and time that you would like to exchange your seats into. Then click the "Continue" button.

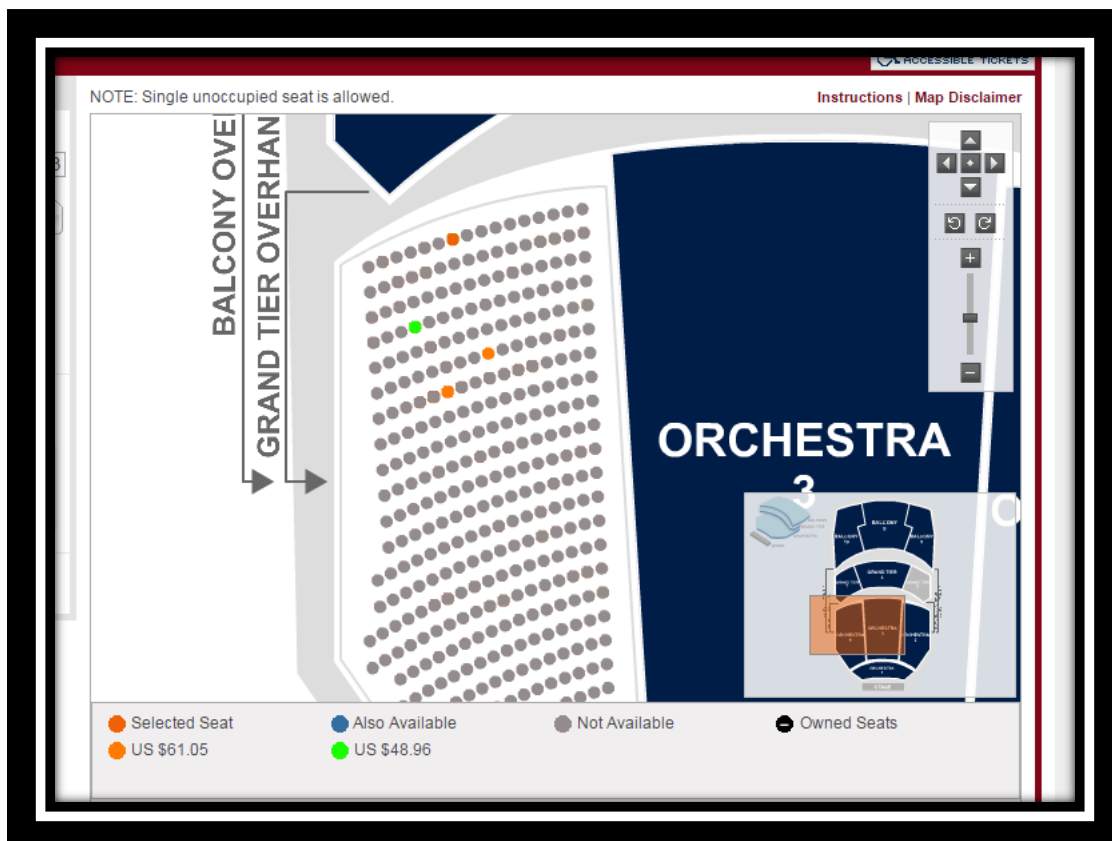
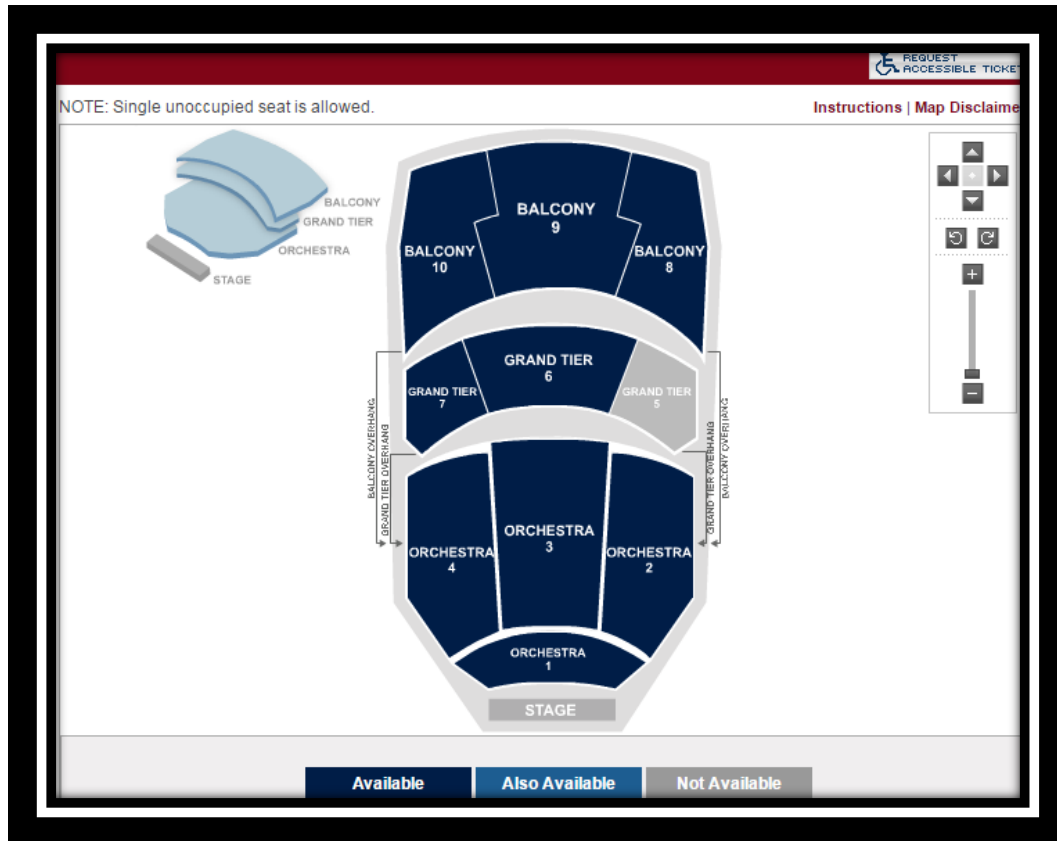
Your Eligible Events to Exchange

Below are the lists of events you are eligible to Exchange into. Hover-over the event name in order to read more information regarding that event.

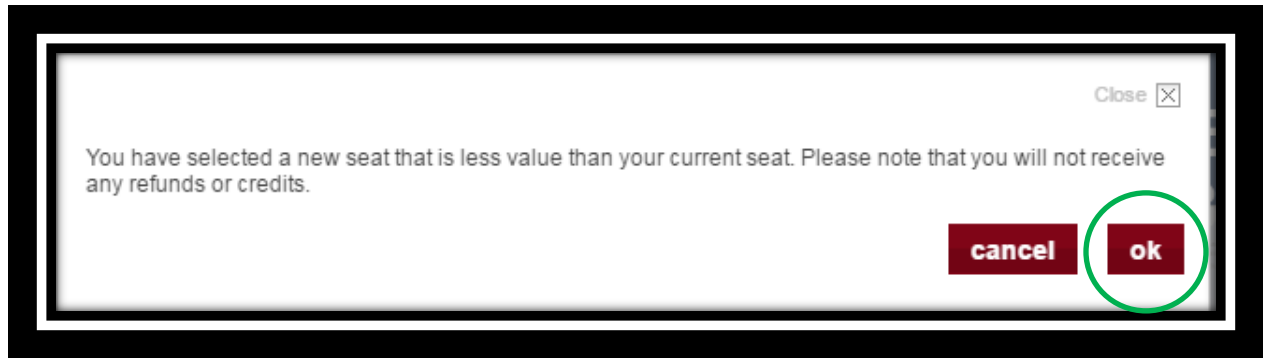
| Event | Date | Venue |
|---|-------------------------------|-------|
| <input checked="" type="radio"/> The King & I - Tue 6/6 | Tue, June 6, 2017 at 7:30 PM | DPAC |
| <input type="radio"/> The King & I - Wed 6/7 | Wed, June 7, 2017 at 7:30 PM | DPAC |
| <input type="radio"/> The King & I - Thu 6/8 | Thu, June 8, 2017 at 7:30 PM | DPAC |
| <input type="radio"/> The King & I - Fri 6/9 | Fri, June 9, 2017 at 8:00 PM | DPAC |
| <input type="radio"/> The King & I - Sat 6/10 2pm | Sat, June 10, 2017 at 2:00 PM | DPAC |
| <input type="radio"/> The King & I - Sat 6/10 8pm | Sat, June 10, 2017 at 8:00 PM | DPAC |
| <input type="radio"/> The King & I - Sun 6/11 1pm | Sun, June 11, 2017 at 1:00 PM | DPAC |
| <input type="radio"/> The King & I - Sun 6/11 6:30pm | Sun, June 11, 2017 at 6:30 PM | DPAC |

cancel **continue**

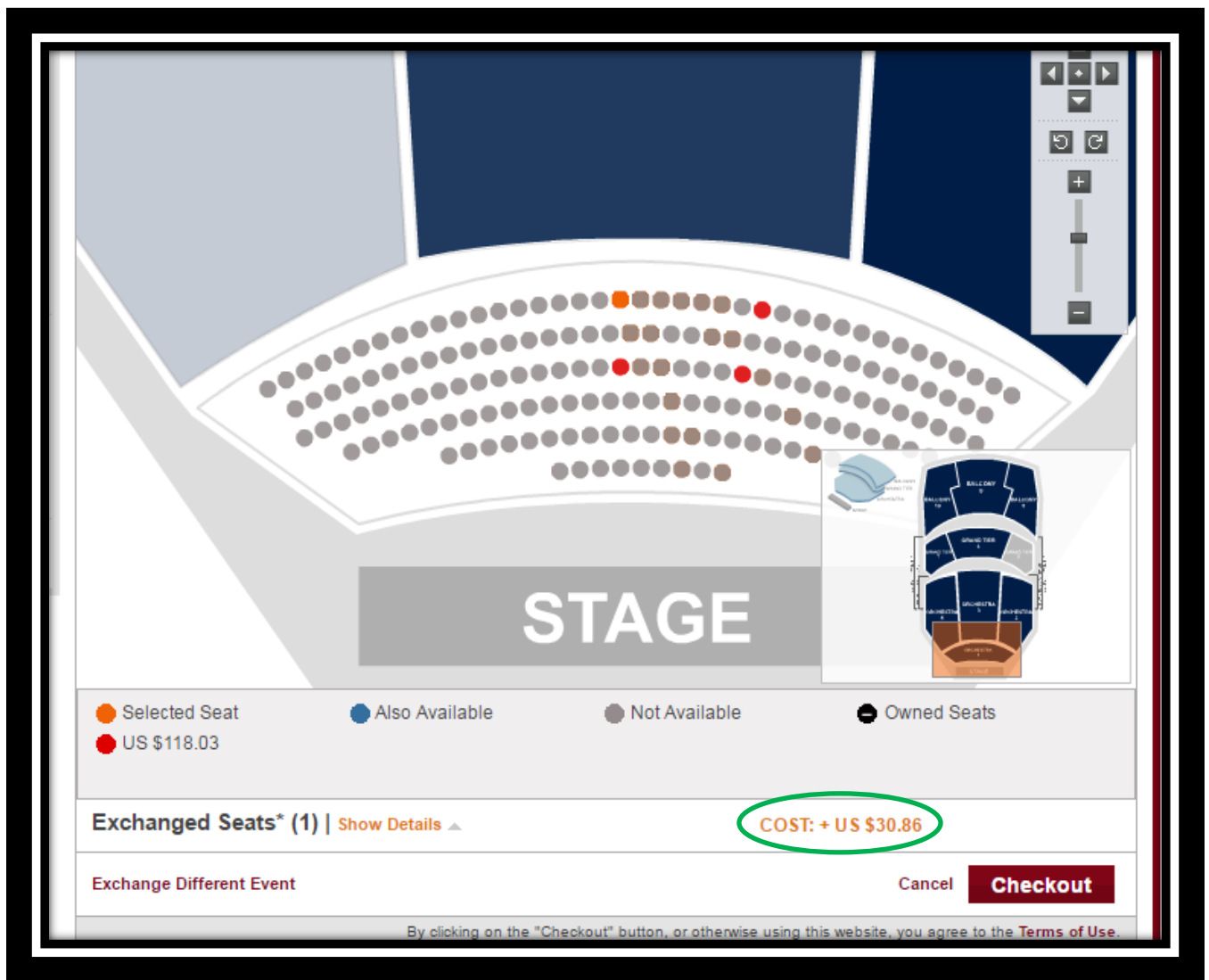
- 8) You will then be directed to a seat map of the desired performance. Use this interactive map to select the seat(s) you wish to exchange into. Available seats will appear as colored dots. See images below:



- 9) If you select a seat that is priced lower than your season seat, you will get a pop-up that explains there will be no refund or credit resulting from the exchange. Click “ok” to continue.



If you select a seat that is priced higher than your season seat, the additional cost will be totaled in the bottom right corner.



- 10) Once you have selected the seats you would like to exchange into, click “Checkout” at the bottom right corner of the screen.
- 11) Next, you will be asked to review the details of your exchange. To finalize, click “exchange” seats at the bottom right corner.

REVIEW YOUR EXCHANGE

Please note, if you are on a payment plan you may see a balance due on this screen. You will have the option to continue your payment plan on a future screen.

| Current Seats | | | New Seats | | |
|--|---|----------------|--|--|----------------|
| Event | Seats | Price | Event | Seats | Price |
| The King & I - Fri 6/9 Fri, June 9, 2017 at 8:00 PM DPAC | Section 4 Row F Seat 205 Renewal | US \$87.17 x 1 | The King & I - Tue 6/6 Tue, June 6, 2017 at 7:30 PM DPAC | Section 4 Row DD Seat 210 Renewal | US \$87.17 x 1 |

[change seats](#)

Cost Summary

| | |
|---------------------------|-------------------|
| Cost of Current Seats: | US \$87.17 |
| Exchange Cost: | US \$0.00 |
| Cost of New Seats: | US \$87.17 |
| Paid to Date: ? | - US \$87.17 |
| Amount Due: | US \$0.00 |

This total does not include service fees, if any. Any applicable service fees will be added during checkout. If a balance is due, your current seats will not be released until a payment is made. Note: You may be eligible for a Payment Plan option.

[cancel](#) [exchange seats](#)

Note: if there is an amount due for the exchange, you will be asked to pay the difference during checkout.

- 12) You will then be asked to confirm your exchange by entering your Account Manager password. After typing in your password, click the “continue with exchange” button.

- 13) The next screen is timed. If you take over 4 minutes you will not be able to complete the exchange and the seats will be released from a hold. On this screen, select your desired delivery method and then click the “continue” button.

1. Shipping 2. Confirmation

ⓘ Your items are on hold. You have 4:00 minutes to complete this page. After 4:00 minutes these items will be released.

Order Summary [Explanation of Delivery Methods](#)

| Event | Quantity | Price | Select Delivery Method | Total |
|--|--------------|---------------------|----------------------------|------------|
| The King & I - Tue 6/6 Show Event and Seat Info | 1 Full Price | US \$87.17 per item | ManageOnline (US \$0.00) ▼ | US \$87.17 |

By continuing to the next page, you agree to the [Terms of Use](#).

Continue

- 14) You will then see a confirmation screen detailing the exchange.

Order Confirmation

Your order has been placed.

Confirmation Number:
941625

Below is a summary of your order and the delivery method(s) you selected.

If you have questions, please contact DPAC Customer Service at 919-680-2787.

Thank you!

| Event | Seats | |
|--|--|--------------|
| The King & I - Tue 6/6 Tue, June 6, 2017, 7:30 PM DPAC | Section 4, Row DD Seat 210 Full Price | US \$87.17 |
| Delivery: ManageOnline | | US \$0.00 |
| Paid To Date | | - US \$87.17 |
| TOTAL: | | US \$0.00 |

Account #:
562657

Delivery will be sent to:

Go to My Account